

THE WORK NUMBER

FREQUENTLY ASKED QUESTIONS

GENERAL INFORMATION

1. What is The Work Number?

The Work Number is an employment and income verification service used by The State of California. This service can be used by lenders, property managers, pre-employment screeners, social service agencies, and others who need to verify someone's employment status or income. This service is used to reduce the workload from Human Resources offices.

2. How do I provide proof of my employment or income to someone who needs it?

The Work Number is a fully automated service. Please direct whoever is in need of proof of employment or income to www.theworknumber.com or call 1-800-367-5690 for assistance. In order to access your income information from the service, the verifier will need your Employer Code and Employee ID.

3. Why can't I find my information on The Work Number?

The Work Number service is a voluntary program for agencies and campuses. Please verify that your agency or campus participates in this service. If your agency or campus is a participant in this program, for security purposes, be sure that you are using your Employee ID, not your full SSN.

4. How do I know if my department/campus participates in The Work Number?

By reviewing the list of participating agencies and campuses located here: http://sco.ca.gov/Files-PPSD/empinfo_howto_wrknumber_particagencies.pdf

If your agency or campus does not take part in this service, ask your Human Resources office about their internal employment and salary verification process.

5. How do I create a salary key?

After logging in, you will arrive on the employee home screen. Click the 'Salary Key' tab then click 'New Salary Key.' Your new salary key will be highlighted. You can have up to a maximum of three salary keys per account. For security reasons, each salary key should be used only once by a verifier. After you have created a salary key, you may delete, print, or email it. If it has already been used, or is not used for six months, the salary key will automatically be removed from the system.

6. What information is provided to The Work Number?

The State Controller's Office sends a file to The Work Number every 2nd and every 4th Saturday of the month. The file includes separations for up to 18 months, regular pay, overtime pay, physical fitness performance pay, and year-to-date pay for the current and prior two years.

7. What do I do if I think my data is incorrect?

If you think that your data is incorrect, please contact your Human Resources office for assistance.

8. My account is locked. What does this mean? How do I unlock it?

This may mean that you've tried to log in multiple times unsuccessfully, that a verifier tried verifying your account unsuccessfully, or you're locked due to inactivity. You can unlock your account by calling 1-800-367-2884 or by visiting www.TheWorkNumber.com or contact your Human Resources office and they can contact SCO for assistance.

LOGIN

1. What is the State of California Employer Code?

Upon login, you will be asked to enter your employer's code. The State of California the Employer Code is 10396.

2. What is my User ID?

The State of California uses a unique Employee ID rather than the full SSN. Each employee will use the last six-digits of their SSN, the two-digit birth month and the two-digit date of birth. (E.g., if SSN is 123-45-6789 and date of birth is April 01, the Employee ID will be: 4567890401).

3. What is my PIN?

The initial PIN will be your two-digit birth month and two-digit date of birth (E.g., if the date of birth is April 01, the PIN will be: 0401). After you have entered your initial PIN number, you will be prompted to create your own PIN.

4. When logging in, I was asked to provide a phone number; why is that needed?

When logging in, extra steps are required beyond the security questions in order to verify your identity.

5. What is One-Time Passcode (OTP)? Why do I need this?

One-Time Passcode (OTP) is another security step to verify your identity. After your personal information has been verified, you will be prompted to a screen to select a method of delivery for your OTP (phone, text (SMS), or email). Once you have received your OTP, immediately enter it into the application that you are trying to access.

6. I am getting an error message; my identity cannot be verified. What should I do?

This means that the personal information you have entered could not be validated. You will need to contact your HR office. If you believe that the information you have entered is correct, communicate with your HR office and they will contact the PPSD Work Number Support.

7. I do not have a phone or email address. How will I receive my One-Time Passcode (OTP)?

An OTP can be sent via U.S. mail. Please keep in mind that it may take several days for you to receive the passcode. You have 10 days from the generated date to receive and input the code.

EMPLOYMENT DATA REPORT

1. What is an Employment Data Report?

An Employment Data Report is available to you and is a copy of the information potentially given to those requesting employment information on you from The Work Number. In addition, you will be given a list each time a verifier attempts to access your data using The Work Number.

2. How do I request an Employment Data Report?

An Employment Data Report can be obtained through logging into the employee section of The Work Number or by calling 1-866-604-6570.